

CSTARS COMMITTEE MEETING MINUTES
 July 20, 2016
 1881 Pierce St. Boards & Commissions Conf. Rm.
 Lakewood, CO 80214

STARS Committee Members Present:

Member	County	Present:	Via telephone:	Absent:
Chair-Sheila Reiner	Mesa County		√	
Jean Alberico	Garfield County		√	
Bo Ortiz	Pueblo County			√
Garland Wahl	Washington County			
Matt Crane	Arapahoe County		√	
Sara Rosene	Grand County		√	
Krystal Brown	Teller County			√

Name	County/Agency	Representing	Present:	Via telephone:
Pam Nielsen	Larimer County	CARS Committee representing Chaffee County		
Victoria Gallegos	Arapahoe County	CARS Committee		
Diana Hall	Boulder County	CARS Committee representing Washington County		√
Keith Poor	Pueblo County	CARS Committee		
Dede Shallert	Teller County	CARS Committee		
PJ Taylor	Denver County	CARS Committee representing Grand County		
Jackie Campbell	Mesa County	CARS Committee		√
Mike Dixon	Division of Motor Vehicles	DOR & DMV		√
Tony Anderson	Division of Motor Vehicles	Title and Registration Section		√
Dylan Ikenouye	Division of Motor Vehicles	Title and Registration Section		√
Dayton Harbo	Governor's Office of Information Technology	OIT		√
Terri Krupke	Governor's Office of Information Technology	OIT		√
Lorri Dugan	Department of Revenue	DOR		
Libby diZerega	Governor's Office of Information Technology	Trainers		
Cindi Wika	Governor's Office of Information Technology	Project Management		√
Tony Frazzini	Denver County	DRIVES Steering Committee		√
Paul Nadeau	DOR	OIT – Trainers		√
Marty Hartley	SIPA	Colorado Interactive		√
Kate Polesovsky	SIPA	Colorado Interactive		√
Amanda Krager	Department of Revenue	OBFS		√
Norma Trickey	Boulder County	DRIVES Steering Committee		√

CSTARS COMMITTEE MEETING MINUTES
July 20, 2016
1881 Pierce St. Boards & Commissions Conf. Rm.
Lakewood, CO 80214

Patrick Flanagan	Division of Motor Vehicles	Title and Registration Section		√
Noelle Peterson	Division of Motor Vehicles	Title and Registration Section		√
Chris Hochmuth	Division of Motor Vehicles	Title and Registration Section		√
Ken Gurule	Governor's Office of Information Technology	OIT		√
Rhonda Johnson	La Plata County	La Plata County		√
Dustin Armbrust	Department of Revenue	Project Management Office		
Sharon Carnifax				√
Candace Powers				
Jason Salazar	Denver County			
Kevin Kihn	DOR			
Tammy Barnes				
Karen Wilson				
Mark Williams	FAST, Inc.	FAST, Inc.		√
Amanda Ross	Kit Carson			
Deanna Davis	DOR			
Bailey Meek				
Rob Chiles	OIT-Budget			
Deanna Davis	DOR	T&R		
Tammy Aschenbrenner	DOR	T&R		
Jack Arrowsmith	CCI	SIPA		√
Merlin Klotz	Douglas County Clerk & Recorder	Douglas		√

Call to Order:

- Sheila convened the meeting at 9:30 am. Roll Call was taken and a Quorum was present.
- Sheila discussed the new format of the Agenda/Meeting Plan
- Approval of Minutes from June 15, 2016 – There were some corrections and amendments suggested and made. It was moved by Matt and 2nd by Garland to approve the minutes as amended. Motion passed.

Old Business:

- July CSTARS Programming Release Approval – Terri Krupke: Update will go out this Sunday morning (7/24). As July is a tickets only month, most of the release will deal with tickets to fix fee adjustments for batch type processes, as well as new fleet numbers and trailer makes. A couple of counties will join the OVR program; also there was a use tax issue in Douglas County being fixed and some internal fixes for Starfish for the business group. Starting in August they will be back to program requests. About 7 of them, many to do with the Late Fee Report. There will be a UAT invite for counties to test these things going out on August 1st.

CSTARS COMMITTEE MEETING MINUTES
July 20, 2016
1881 Pierce St. Boards & Commissions Conf. Rm.
Lakewood, CO 80214

Sheila and Terri discussed how some of these tickets were affecting end of day and end of month reports and whether these would be fixed or not. Terri thought for the most part, they would, but he was still working with El Paso and Mesa on a couple of issues. Jean and Terri both noted there will still be some “one-off” issues, but that most of the issues will be addressed.

Updates:

- Colorado Interactive – Marty Hartley & Kate Polesovsky: Marty noted that there was not a specific update for this month except they continue to work with DRIVES on the Driver’s Licenses. Jack said that he had just sent out the monthly PayPort Dashboard usage to Sheila and Dylan and how it showed monthly PayPort usage and was happy to supply it monthly. Sheila said she’d forward it on to the Committee. Jean noted that there had been a number of intermittent outages over the last several weeks and wondered what might have been going on. SIPA didn’t have an immediate answer and said if they had some specific dates, they could check it out. Jackie in Mesa said that they had experienced a lot of “500 Errors” causing duplicate charges. Kate said she was aware of that issue for 7/7 but didn’t know of others. Jean also noted that they had gotten notice that there were issues with PayPort so it seemed to be State wide. PJ agreed. Kate said she’d look into it and report back next month. Jack asked if the Committee wanted it sooner, Sheila agreed that electronic communication prior was good, and then they could review it and discuss it at the next meeting. There was also a brief discussion about the outage notices and what they meant.
- Department of Revenue
 - Division of Motor Vehicles – Mike Dixon: Mike discussed the Department’s upcoming Legislation and Budget request for the 72nd session of the general Assembly, including the item(s) from the DRIVES Statute Review working group. Also the LEAN efforts for the upcoming year lead by Kevin Furman, the Department’s new Chief Administrative Officer. Two projects were completed – the Wait Less Expansion project with 31 new DL offices having the kiosks and Queuing management software and 16 new ones coming later this fall. The second one was the Temporary Permit project which has rolled out very successfully. The last thing he wanted to mention was the marketing efforts that the Department used at the end of last fiscal year and the plan to continue using it this upcoming year.
 - Title and Registration Section – Tony Anderson: Tony updated the Committee with the Rules and Communications that have gone out including the Forms Workshop and the next steps with the License Plate Cash Fund inventory issues. SB15-090 (Temp Permits) 53,000 permits have been issued so far, bringing dealership into compliance with the new system. Continue to meet with the dealerships with the industry groups about license plate frames that cover permits and how this is prohibited when it blocks the control number. Additionally, T&R has no enforcement ability so they have to rely on law enforcement to enforce this new legislation. At Conference in August, we will be discussing the data push that from Fairfax Imaging to Starfish that will allow the instant upload of the dealer permit information. Tony then detailed out the Rules that were in review as well as the Communications that went out, especially about the Forms Workshop that is scheduled for 7/22. Tony also discussed the License Plate Inventory

CSTARS COMMITTEE MEETING MINUTES
July 20, 2016
1881 Pierce St. Boards & Commissions Conf. Rm.
Lakewood, CO 80214

issues and shortages. 391 Passenger plates were done on POD. They are trying to free up some funds from the different budget lines to help offset the shortages as well as a Decision Request for the ability to purchase more plates (expansion of the spending authority). Tony discussed the details involved with this. Tony then went through the T&R report (previously sent to the Committee). Sheila thanked Tony for getting the press release that was sent out last month. Jackie asked how far out the imaging was for Title work. Tony believed it was the July 13th. Jackie also asked about an updated Staff Resource Directory as the one on line appeared to be out of date. Tony promised it to be updated today. Jean asked about the POD passenger plates that had been issued (the 391). Tony clarified for her what counties had issued them. Jean also asked about the Trailer plates, as they were almost out, after just having received the first quarter order. Tony said he'd research it and bring her an answer off line. Pam noted she was in the same boat, Tony said he'd do the same for her. Sheila was concerned about why the numbers seemed so different from POD and PIMS. Dylan and Terri addressed her concerns and about the specific example they were discussing from several months ago regarding the deletion of an ISAM POD log file that they Mesa had.

- Office of Information technology – Dayton Harbo: Dayton updated the Committee Kathy Chase's vacancy as well as Libby diZerega retirement. He then reviewed the OneView Agency Dashboard and how it was structured and what the various statistics represented and then answered some general questions around the report. Sheila asked if there was a way to drill into the data to determine common themes on the tickets and calls. Dayton indicated that it is not easily done, that each ticket or change order would have to be reviewed once closed to review all of the comments and logs to see those patterns. Sheila indicated that she believed that similar tickets weren't linked together and what release was going to fix it. Dayton believed that was probably true, but there was some further customization if patterns could be identified. Sheila was really interested to be able to track patterns, issues and resolutions between counties to identify issues and efficiently solve problems. Matt agreed. Terri indicated that he reviewed all the tickets every day, manually, to identify those issues and patterns. Dayton thought the only way to get the data to a point that could be analyzed in an automated fashion would be to develop a standard set of resolution codes. Sheila indicated that since nothing new was probably going to be developed into the Service Desk software/tracking system (due to the moratorium) maybe it would get better as they settle in. Dayton indicated that changes would/could in-deed be made as the transition to DRIVES took place. Dayton asked what frequency the group wanted to see it. Sheila asked to see it every month. Jean asked about the issues with Century Link and how their tracked indicating that the OneView seemed to show a quicker response rate than she's experienced. Dayton discussed her specific situation that she had referred to and how Century Link normally responds and is tracked. Garland wanted to know if she should be calling the Service Desk when Century Link goes down. Dayton did not believe so. Dayton then discussed the Tracking by Issue/County and how it related to the previous discussion that had just taken place. Then discussed the CSTARS Service as compared to Industry Standards and Other States. He really hadn't gotten much feedback from the other States but efforts were ongoing. There are about 5 States he's looking at as being similar to how Colorado functions.

CSTARS COMMITTEE MEETING MINUTES
July 20, 2016
1881 Pierce St. Boards & Commissions Conf. Rm.
Lakewood, CO 80214

- CARS (CSTARS Advisory Review Subcommittee) – Pam Nielsen: Diana Hall presented this month and informed the Committee that the reporting responsibilities would be rotating around the committee.
 - Equipment, Office Move and Programming Requests – There were no equipment requests or office moves. Boulder has submitted a programming request to read the dealer permitting file upfront to reduce the number of records counties have to review on the monthly late fee exemption report. Diana gave some examples of how this would work. The request was approved as a maintenance item. Diana then went on with a request regarding Mortgages and liens file dates, Dylan and Terri presented DOR is experiencing lien file dates that are before the purchase date, are left blank and request programming edit to the lien file date filled to prevent these situations. ELT providers and lenders will not receive ELT records when this situation happened, so after review CARS decided to modify the current pop-up from, "lien file date less than accepted date", to "lien file date less than purchase date", and this was deemed as maintenance as well. Diana and Terri answered some questions around this. Diesel vehicle online status -- There is not ETA when the files will be updated. When implemented the F6 key will not be utilized to access diesel emission text records as this information is not coming from Envirotec. Diesel records update once the data is available to correction processed the same way as gas tests are currently done.
 - Diana talked briefly about the programming requests that are being transferred from CARS to DRIVES. Tony confirmed that there were some 19 open items that they were going to be looking at.
 - Senate Bill 16-115 concerning electronic filing system for documents recorded by clerk and recorder. Pam Nielsen developed a survey and CARS committee members reviewed it. Members approved adding an area requesting name of individual completing survey and contact phone number for follow-up questions. Follow-up of individuals can be made prior to or at summer conference for clarification. Deadline to complete this survey is today, July 20th. Jean asked when the survey was sent out and to whom. Diana thought it went out through the CCCA. PJ wanted to know as well. Dianna said she'd look into it and have it resent and the deadline extended.
 - Dylan inquired the best practices were communicated to the county. Pam will share with the CCCA and direct members to the CSTARS internet website. Terri suggested placing best practice information in the next CSTARS update. In addition he will put something on the CSTARS intranet regarding the newer reports that will not be available until August update. Terri indicated he had made the updates that had been requested and how the reports had been adjusted. If the Committee likes these, he can start running some of the historical reports to backfill, creating the 12 months.
 - Sheila asked if CSTARS would approve the CARS Programming requests. Dianna didn't think it had happened in the past. Sheila asked if there would be UAT scenario's Terri said that yes, they would. CSTARS will look at them when the testing is completed.

CSTARS COMMITTEE MEETING MINUTES
July 20, 2016
1881 Pierce St. Boards & Commissions Conf. Rm.
Lakewood, CO 80214

- **New Business**
 - Committees Suggestions and Recommendations for FY'18 CSTARS Budget Proposal and Spending Plan – Sheila Reiner: The only one Sheila could remember was inserting a line item for Travel Reimbursement. Matt agreed. Sheila next reviewed the CSTARS meeting Schedule for the August meeting where the focus will be on the FY'17 CSTARS Budget Supplemental. Also they are going to vote on OIT's recommendation of requesting a supplemental to move either the full amount or a portion of the unencumbered \$455,688 Personal Services to Asset Management. Sheila was not aware of any other changes for FY'18 and asked if anyone else had changes. Amanda suggested that there could be a combined change request for FY'17 and FY'18. Everyone seemed to think that was a better idea and would review them together at the August meeting.
- **Action items – Sheila Reiner:** Sheila reviewed the action items from the Agenda making sure they had all been addressed. Most had through the course of the meeting. Sheila asked Matt to address the DRIVES Team Members Names Assigned and Provided to the Department, item. Matt indicated that it was discussed during the DRIVES Requirements meeting and some of the developments that had come out as a result. There are a few questions that are still being answered by the State and DRIVES. Matt thought all of the data would be acquired by August 15th. Matt said he'd follow up with an email to the Committee indicating the names and assignments.
- **Recap of the newly assigned Action Items**
 - Terri and Mesa County will meet off line regarding the POD/plate problem from earlier in the year.
 - Tabling a request to change how Tickets are tracked until the Committee has had time to think about it.
 - Kate will report on the PayPort outages and send it to the Committee prior to the next meeting so they could review it in advance.
 - Kate was going to update the Outage Message for OVRP and PayPort after she discusses it with some of the Counties to determine how it could be more effective.
 - Dylan and Tony will look at Garfield and Larimer County Trailer Plates.
 - Diana will get with Pam about the Survey to the Counties.

Public Comments, Question sand Statements:

None

Next Meeting Date – Thursday August 4, 2016 9:30 a.m.

1881 Pierce St. – Boards and Commissions Conference Room and via GoToMeeting.

Meeting adjourned at 11:32 a.m.